SUNSET
Funeral Home, Cremation Center & Cemetery

Family Checklist & Important Numbers

The steps from our online guide, *Before a Loss: What You Can Do Right Now*, in one place.

The Practical Things

Know Who Makes Medical Decisions

- ☐ Find out whether there's a living will and who's named to make medical decisions
- ☐ Ask the hospital or hospice what's on file. Don't assume they have it.
- ☐ If nothing is in writing and your loved one can still talk, ask what they'd want

Find Out Their Funeral and Cemetery Wishes

- ☐ Burial or cremation
- ☐ What kind of service, if any
- ☐ A cemetery plot or a plan already on file with a funeral home
- ☐ If they don't want anything, ask about something small for family and friends

Find the Important Papers

- ☐ Life insurance policies
- ☐ Bank and retirement accounts
- ☐ Deed to the house and car title
- ☐ Will
- ☐ Passwords for phone, email, and online accounts

Check with family and close friends, desk drawers and file boxes, and bank statements. For life insurance, try the free NAIC Life Insurance Policy Locator (search "NAIC policy locator").

Call the Funeral Home Ahead of Time

You don't have to, but it helps.

- ☐ Call to let them know death is nearing
- ☐ Ask whether arrangements are on file
- ☐ Ask what happens after the death and what the options cost

When Your Loved One Dies: Who to Call

- ☐ In a hospital or care facility: tell staff which funeral home you've chosen
- ☐ At home with hospice: call the hospice 24-hour line, not 911
- ☐ At home without hospice: call 911
- ☐ Write these numbers on the back and post them where everyone can find them

The Personal Things

Decide When to Make the Trip

- ☐ Ask the nurse, "If this were your family, would you come now?"
- ☐ Choose one person at the bedside to send you updates
- ☐ Tell work early, and ask about family or bereavement leave
- ☐ Pack for longer than you expect, including something for a funeral
- ☐ Line up help at home for kids, pets, and mail

Decide Who to Invite to the Bedside

- ☐ Decide who should be invited and who should just be kept informed
- ☐ Invite the people who won't ask
- ☐ Split up the phone calls
- ☐ Ask the care team about visitor limits

Say What You Want to Say

- ☐ Say what you want to say: thank you, I love you, a favorite memory
- ☐ If someone can't be there, hold the phone to your loved one's ear or read their message aloud

Important Phone Numbers

Hospice 24-hour line _____

Hospital or care facility _____

Doctor or care team _____

Funeral home _____

Family point of contact _____

Other _____